



Maine Department of Health and Human Services

MECMS Update 65

May 30, 2006

Billing News & Tips

Now you can easily access procedure codes for DME, supplies, physicians

Physicians, physician assistants and nurse practitioners, and durable medical equipment and supply providers can now go online to look up procedure codes for their services. This listing provides rates, as well as any special requirements for the service. The listing may also be exported to Microsoft® Excel.

Please note that the listing does not yet include J and G codes. Our website will be updated in the near future to include these codes.

You can access the listing at:

<http://www.maine.gov/dhhs/bms/providerfiles/codes.htm>. Click on Procedure Code Look Up. Then, in the "Select a code set..." box, choose the code set you need.

Please check the procedure code listing at least quarterly, in case of code changes.

In concert with this listing, the Office of MaineCare Services has implemented a new e-mail address bms.referencefile@maine.gov to assist you in requesting changes to procedure codes, revenue codes, ICD9 surgical codes, and ICD9 diagnosis codes. These changes include, but are not limited to, place of service changes, coverage of a code or changes to rates.

Please do not use this e-mail address to ask questions about denied claims or to verify data on file. You can call the previously posted numbers for assistance.

Submitting a request does not guarantee that the change requested will be made. Generally,

these requests will be reviewed on a quarterly basis by OMS staff. The exception will be for requests made for changes to places of service. Because our former claims processing system only held 18 local places of service, and MECMS has all current standard places of service, the crosswalk to the expanded places of service did not cover all scenarios.

Please include the following information in your request:

- Provider name and Provider ID number.
- Contact name and telephone number/e-mail address.
- Detailed information about what is being requested, including codes, why the change is being requested, and any specific date issues.
- If you are requesting that a non-covered code be considered, you must provide additional medical justification. Please be as detailed as possible.

Due to the number of requests we receive, we cannot send you a personal reply.

**Have a billing question or problem?
An OMS staff person is ready to help**

We recognize that sometimes billing MaineCare for Medicaid services can be confusing. So we have a suggestion for the fastest way to get answers to your questions and to resolve billing problems.

Always call the toll-free Billing number first. That number is 1-800-321-5557, Option 8. A Billing Specialist may be able to help you.

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If the Billing Specialist determines additional research or help is needed, your inquiry will be forwarded to Provider Relations.

Provider Relations (PR) staff is now organized by county and region. This means that one of our PR team members is assigned to you. Over time, your Provider Relations Specialist will become familiar with your billing history and will be uniquely qualified to assist you.

A list of Provider Relations Specialists with their county assignment(s) is below. To contact them, call 1-800-321-5557 or 1-207-624-7539, Option 8 and ask for the person assigned to your county/geographic region:

Aroostook, Washington, and Out-of-Country:
JoAnn Samon

Cumberland: Donna Esterline-Johnson

Kennebec, Somerset, Lincoln, and Waldo:
Kathy Wadley

Penobscot, Hancock: Linda Leet

***York, Piscataquis, and assisting with
Cumberland:*** Dawn Sevigny

***Out-of-State Providers within the 15-mile
radius of the Maine border:***
Erin Gilpatrick

***Androscoggin, Franklin, Oxford, Sagadahoc,
and Knox:*** A new Provider Relations Specialist has been hired. Watch for an upcoming announcement. Until then, Billing and Information will transfer your call to the appropriate PR Specialist for your question.

A claim will deny if the date of birth doesn't match the date we have on file

The Office of MaineCare Services will begin denying claims automatically when the member's date of birth on the claim doesn't match the member's date of birth in the member's eligibility file.

For claims denied in this manner, you should see the following denial code on the Remittance Advice (RA): "MA38 – Missing/incomplete invalid date of birth."

If you suspect that your claim has been denied incorrectly due to invalid/missing date of birth, contact OMS to confirm the date of birth found in the member's eligibility file. You will have the opportunity to resubmit the claim with the correct date of birth included. If it is determined that the date of birth was not loaded correctly into the claims system, you will need to resubmit the claim to OMS.

Please review the revised payment schedule for the Memorial Day holiday

This is a reminder that due to the Memorial Day holiday, the Department of Health and Human Services will change the schedule for issuing payments to providers. These changes are for the week beginning Friday, May 26, and ending Friday, June 2. Beginning Monday, June 5, payment cycles will return to the normal schedule.

For claims payment by electronic fund transfer:

Normally, electronic fund transfers would be released Friday, May 26, for receipt that night or until the following Tuesday, May 30, (depending on the electronic fund transfer vendor).

The change for Memorial Day is that these fund transfers will be received through Wednesday, May 31.

For claims payment by check:

Normally, checks and the corresponding remittance advice statements (RAs) would be released on Monday, May 29, for receipt by the following Friday, June 2, (depending on the mail).

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The change for Memorial Day is that checks and remittance advices will be released on Tuesday, May 30, for receipt by the following Saturday, June 3, (depending on the mail).

For interim payments by electronic fund transfer:

Normally, interim payment electronic fund transfers would occur on Wednesday, May 31, for receipt that night or until the following Monday, June 5, (depending on the electronic fund transfer vendor).

The change for Memorial Day is that interim payment electronic fund transfers will occur on Thursday, June 1, for receipt that night or until the following Tuesday, June 6, (depending on the electronic fund transfer vendor).

For interim payments by check:

Normally, the interim payment checks that have no corresponding remittance advice statement would be released Thursday, June 1, for receipt by the following Tuesday, June 6, (depending on the mail).

The change for Memorial Day is that interim payment checks that do not have a corresponding remittance advice will be released on Friday, June 2, for receipt by the following Wednesday, June 7, (depending on the mail).

A reminder that provider outreach sessions are postponed until August

As the result of provider feedback, the provider outreach sessions announced for June have been postponed and will be rescheduled for August. The MECMS Phase 1 Release is

scheduled for July 1. So by August, we will all have more experience with the modified system.

A single session will be held in Augusta so that we can have more presenters available. After that session, additional regional sessions or individual provider sessions may be scheduled.

We apologize if this notice causes you any inconvenience. We do believe that the updated plan will better meet your needs.

A teleconference to discuss the Release and the impact on billing is planned for middle- to late-June. Please watch our listserv and *The MECMS Update* for additional information. ■

Contact Us

Call: 1-800-321-5557

TTY: 1-800-423-4331

Augusta area: 207-624-7539

On the web: www.maine.gov/dhhs/bms

Write:

MaineCare Billing and Information Unit
Office of MaineCare Services
11 State House Station
Augusta, ME 04333-0011

Our listserv:

Sign up for a convenient, fast way to get the news you need about billing procedures and other MaineCare provider information:

<http://mailman.informe.org/mailman/listinfo/provider/>

Previous issues of *The MECMS Update*:

http://www.maine.gov/bms/innerthird/mecms_update_for_provider.htm ■